

Tennessee Department of Finance & Administration, Division of Administration
Human Resources Office
Administrative Services Assistant (ASA 2)
Salary Range: \$2,393 - \$3,827

Organization and Position Description

The Division of Administration of the Department of Finance and Administration is responsible for supporting the department in areas such as human resources, talent management, internal audit, and fiscal management. The Administrative Services Assistant position will perform staff administrative work for the Human Resources Office, Talent Management, Internal Audit and the Assistant Commissioner's Office.

At the direction of the Assistant Commissioner of Administration, the Administrative Services Assistant is responsible for the following:

- **Coordinates the Alternative Workplace Solutions Program for F&A:** Maintains agency records of the program participants; Responds to questions from employees; Assists participant supervisors and managers in recertification and initial application process; Ensures that all participants complete recertification's in a timely manner; ensures that all participants have completed on-line training.
- **Coordinates the Swipe N Ride Program for F&A:** Serves as liaison between TDOT Multimodal Division and Agency; maintains agency records of Swipe N Ride participants; Responds to questions from employees; Troubleshoots problems with lost and replacement cards.
- **Coordinates State Parking Tags:** Issues standard parking tags to new employees; Maintains database of agency parking tags; Assists with replacement of lost or damaged parking tags; Serves as Agency liaison with General Services Parking Coordinator.
- **Measures Success of Initiatives:** Maintains accuracy and frequency of success factors to display on balanced scorecards.
- **Performs Human Resource Administration in the area of Training:** Coordinates and may conduct or support some specific training in conjunction with Talent Management Office for F&A employees as necessary; Serves as liaison with Agency employees to ensure required training is completed; Maintains agency records of employees completing required training; Works with other training staff to revise training for target audience.
- **Performs Human Resource Administration in the area of Time & Labor Administration:** Assists Agency employees with time, leave and overtime entries; Troubleshoots problems with entries; Runs appropriate reports and queries to assist with the timely entry and resolution of exceptions and unapproved time.
- **Plans Special Events:** Coordinates logistical details of events for HR or Administration such as Service Awards Ceremonies, Retirement Celebrations, etc.
- **Records Management:** Maintains agency personnel records in compliance with state and federal guidelines; Maintains up-to-date knowledge of state and federal guidelines.
- **Performs Human Resource and general staff administrative duties:** Supports staff in Human Resource Office, Talent Management Office, Internal Audit and the Assistant Commissioner of Administration including, but not limited to reviewing resumes received for compliance with required and preferred experience; Initiating queries in Edison to produce various HR reports such as Staffing Pattern each pay period; preparing new hire employee packages and employee manuals; preparing

verifications of employment on employees; preparing correspondence requiring Assistant Commissioner's, Internal Audit Director's, and/or HR Director's signature.

Position Requirements

- Excellent writing skills
- Ability to work quickly and accurately on deadline
- Ability to think critically to continuously improve processes
- Strong attention to detail
- Ability to work effectively with diverse groups and people
- Ability to manage multiple projects with different deadlines concurrently
- Strong team player, willing to work in a collaborative environment
- Computer proficiency in Microsoft Office
- Strong verbal and written communications skills

Formal Education and Experience

- Education and Experience: Graduation from an accredited college or university with a bachelor's degree and experience equivalent to two years of increasingly responsible full-time professional staff experience.
- Substitution of Education for Experience: Additional graduate coursework in public or business administration or other acceptable field may be substituted for the required experience, on a year-for-year basis, to a maximum of two years.
- Substitution of Experience for Education: Qualifying full-time increasingly responsible professional experience may be substituted for the required education, on a year-for-year basis, to a maximum of four years.

Knowledge, Skills & Abilities

- Competencies
 - Integrity and Trust
 - Ethics and Values
 - Organizing
 - Planning
 - Informing
 - Action Oriented
 - Comfort around Higher Management
 - Dealing with Ambiguity
 - Learning on the Fly
 - Written Communications
 - Customer Focus
 - Self-Development
- Knowledge
 - Clerical
 - Communications and Media
 - Customer and Personal Service
- Skills
 - Active Learning
 - Active Listening
 - Monitoring
 - Reading Comprehension
 - Time Management
- Abilities
 - Written Comprehension

- Written Expression
- Speech Clarity
- Speech Recognition
- Tools and Equipment Used
 - Personal Computer
 - Telephone
 - Printer
 - Scanner
 - Copy Machine
 - Calculator

Comprehensive benefits package includes individual and family plans for medical, dental, vision and short-term disability coverage. State match is available for 401K participants, immediate accrual for annual and sick leave.

If you qualify, please submit your resume, cover letter, and salary requirements by October 7, 2016 to:
cathy.bastoky@tn.gov or F&A – Human Resource Office, Attn: Cathy Bastoky, 312 Rosa Parks Blvd, Suite 2000, Tennessee Tower, Nashville, TN 37243.

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